

**Appendix H to DIR Contract No. DIR-TSO-3041**  
**Ricoh Service Level Agreement (SLA)**

This Appendix H shall only apply to the Managed Print Services provided by Ricoh under Appendix G, Service Agreement to DIR Contract No. DIR-TSO-3041 and shall be separately negotiated between Ricoh and its end-user Customer based on Equipment, Locations, etc.

<b>Category</b>	<b>Measurement Period</b>	<b>SLA</b>	<b>Remedies</b>
<b>Uptime - Fleet availability (i.e., that each Device in the Fleet is available for use and operating properly)</b>	Measured on a quarterly basis.	95% quarterly average (based on all Equipment) during Normal Business Hours (8 hour business day), excluding preventative and interim maintenance time and downtime attributable to Customer's negligence. Downtime will begin at the time Customer places a service call to Ricoh and will end when the Equipment is again "Operational" which means substantial compliance with the manufacturer's specifications and/or performance standards and excludes customary end-user corrective actions.	To be negotiated by end-user Customer and Ricoh.
<b>Acknowledgement of incident</b>	Measured on a monthly basis.	99% Within one (1) business hour	
<b>Response Time</b>	Measured on a quarterly basis.	Quarterly average response time of two (2) to six (6) business hours for all service calls located within a thirty (30) mile radius of any Ricoh office, and four (4) to eight (8) business hours for service calls located within a thirty-one to sixty (31-60) mile radius for the term of the Order. Response time is measured in aggregate for all Equipment covered by the Order.	To be negotiated by end-user Customer and Ricoh

## **Loaner Equipment**

In the unlikely event that Ricoh is not able to repair Customer's Equipment, Ricoh, at Ricoh's election, will either provide a temporary loaner while the Equipment is being repaired at Ricoh's service center, or Ricoh will replace such Equipment with comparable Equipment of equal or greater capability at no additional charge.

<b>Consumable Installation/Replacement</b>	Measured on a monthly basis.	Toner must be replaced within four (4) business hours if 5% or lower	To be negotiated by end-user Customer and Ricoh
<b>I/M/A/C/D (i.e., Install, Move, Add, Change, Delete)</b>	Measured on a monthly basis.	95% within five (5) business days	To be negotiated by end-user Customer and Ricoh

## **Remedies**

In the event the Equipment does not meet the SLA, then Ricoh shall issue and Customer shall receive a service credit to be negotiated between end-user Customer and Ricoh under the Appendix G, Service Agreement, Managed Print Services Rider. Such service credit would be applied to Customer's next monthly billing invoice. Notwithstanding any of the foregoing, in no event shall Ricoh have any service credit obligations under the foregoing SLA program for any month in excess of the amount paid or payable by Customer under the Appendix G, Service Agreement in respect of such Managed Print Services for such month. Accordingly, this service credit shall not be deemed under any circumstances to limit, reduce or otherwise alter any equipment payment obligations of Customer under the Appendix G, Service Agreement, Managed Print Services Rider, or under any Appendix D, Master Lease Agreement, or Appendix E, Master Operating Lease Agreement between Customer and Ricoh or any of Ricoh's third-party lessors. No credits of any kind will be due or payable in the event that Customer is in default of any obligations owing to Ricoh or any of Ricoh's third-party lessors.

End of Appendix H